

# Adopting Digital Skills in the Workplace

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**What's intuitive for you?**



**Where do you feel you have more opportunity?**

## **Digital Dexterity:**

**The beliefs, mindsets and behaviors that accelerate digital transformation.**

## **Culture Hack:**

**A focused adjustment in day-to-day activities to inspire behavior change.**

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## **Culture Hack:**

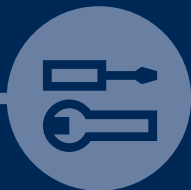
**A focused adjustment in day-to-day activities to inspire behavior change.**



**85%** of employees say they have the technology to work effectively.



**only 24%** of workers have a high degree of readiness to adopt new, technologically driven ways of working.



**91%** employees say digital dexterity improves their effectiveness.

# What Is Working Digitally?

## Ambition to Work Digitally

Recognizing the importance of data and technological skills for effective performance

Trusting technology to enhance personal tasks

## Ability to Work Digitally

Flexibility in handling projects with shifting and uncertain demands

Working iteratively to improve outcomes

# Competencies Impacting Digital Dexterity

## Outside-In Perspective

Being mindful of how your work impacts those around you and understanding the broader context of your environment.

**9.9** times

## Adaptability

Embracing new approaches and consistently tackling challenges with a positive and persistent mindset.

**7.3** times

## Navigating Stakeholders

Cultivating empathetic awareness of others' priorities and employing varied interpersonal styles to garner support from diverse stakeholders.

**5.6** times

## Collaboration

Leveraging the experiences and perspectives of others to excel in your work, thriving within a team environment.

**4.7** times

## Systems Thinking

Grasping the internal and external connections between technology and processes.

**4.2** times

# Digital Dexterity:

The beliefs, mindsets and behaviors that accelerate digital transformation.

## **Culture Hack:**

**A focused adjustment in day-to-day activities to inspire behavior change.**





# It's not just you!

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The average employee currently undergoes **13 enterprisewide changes** annually.

This is **5 times** as many changes as eight years ago.

**People  
Are Feeling  
Transformation  
Fatigue.**



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# Start Small With Culture Hacks

**Small changes with  
a big impact!**



# A Culture Hack Is ...

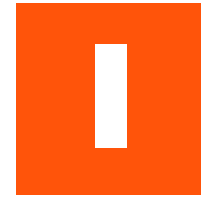


**ctionable**



**ow Effort\***

\* But not low courage.



**mmediate**



**isible**



**motional**

# Experiment with New Technology

Use AI for a low risk task\*.

“Reduce this content by 50%”

“Summarize the key points in this content”

“Draft an outline for x topic”

\*use in line with your AI policy



## Hack No. 2

# Call A Friend

Notice when a colleague has a 'trick' for using new technology.

Send them a quick note if you can book time for them to show you what they do.

Ask a student!



# Evaluate All Meetings

Ask yourself:

- Is this meeting needed, or is there another way to achieve the same objective?
- Am I the best person to participate in this discussion?

Reach out to the organizer and suggest an alternative.





## Hack No. 4

# Encourage Use of Available Technology

Stop when you get a request to collaborate or provide feedback on a document.

Insist the document be uploaded to a shared cloud file. Provide your feedback/edits online.



# How can you hack your way to these?



## DIGITAL LITERACY

The harmony of digital skills, attitudes, and behaviours that help learners achieve their goals and become thoughtful and able citizens that contribute to the betterment of society and the common good.

New Brunswick  
Brunswick

PLEASE INCORPORATE DIGITAL LITERACY SKILLS DEVELOPMENT WHEN YOU PLAN LEARNING OPPORTUNITIES.

### SIX COMPONENTS OF DIGITAL LITERACY

#### // DIGITAL CITIZENSHIP

Learners recognize the rights, responsibilities, and opportunities of living, learning, and working in an interconnected digital world, and they act and model in ways that build the common good.

#### // CREATIVITY, DESIGN, AND PROBLEM SOLVING

Learners explore a variety of digital technologies to develop and enhance ideas, products, or processes through creative expression and innovative design to solve issues that affect them, their community, and the world.

#### // DIGITAL HEALTH AND WELLNESS

Learners understand the elements of physical, emotional, and psychological well-being in a digital world and are able to govern themselves accordingly when using digital technologies.

#### // COMMUNICATION AND COLLABORATION

Learners communicate and collaborate with others in digital environments, working effectively in local and global teams to develop empathy and broaden perspectives, achieve common goals, solve problems, share values, and advocate for positive social change.

#### // CRITICAL INQUIRY AND MEANING MAKING

Learners use and create digital technologies to locate information appropriate to the task by seeking a variety of sources, collect information representing diverse perspectives, systematically question and assess the validity and accuracy of information, organize data by priority, topic, or other systematic schema, interpret information gathered, and draw conclusions based on critical analysis and prior knowledge and experience.

#### // COMPUTATIONAL THINKING

Learners break down problems into individual components, create abstract and relevant representations, look for patterns, and develop algorithms to better understand, manage, and solve complex problems in a variety of educational contexts, as well as everyday life.

← ACCESS THE FRAMEWORK ON SHAREPOINT



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# **Appendix: Take Aways**

# How Digital Dextrous Are You?

Questions you can ask yourself, rate on a scale of 1-4.

Ambition	I welcome new technology in my workplace.	1 2 3 4	I am apprehensive about new technology in my workplace.
	When new technology is introduced at work, I am an early adopter.	1 2 3 4	When new technology is introduced at work, I wait before adopting until most others have used it.
Ability	I have the skills I need to use the new technologies related to my job.	1 2 3 4	I don't have the skills needed to use the new technologies needed for my job.
	I know how to use the advanced features of my email and content creation tools at work.	1 2 3 4	I have basic proficiency with email and content creation tools at work, but don't know how to use the advanced features.

# Culture Hacks – Dos and Don'ts

## Dos

- Do start with a hack that is fun and not too scary.
- Do start today.
- Do start small.
- Do know what goal you are hacking toward.
- Do surprise people.

## Don'ts

- Don't choose something complicated like, "let's overhaul our governance approach."
- Don't choose something that needs outside approval.
- Don't use hacking to push a personal agenda.
- Don't do something illegal.

# Personal Action Plan

Key Take-Aways
1.
2.
3.

Call to Action: What Will You Focus On?	
Focus Area	Action
1.	
2.	
3.	



# Recommended Gartner Research

To learn more about access to Gartner research, expert analyst insight, and peer communities, contact your Gartner representative or click on “Become A Client” on [gartner.com](https://gartner.com) to speak with one of our specialists.

- 🔍 [Increase Digital Dexterity by Assessing User Technology Adoption Readiness](#)  
Craig Roth and Matt Cain
- 🔍 [Developing Employee Competencies for Digital Dexterity](#)  
Gartner Research Team
- 🔍 [How Executives Can Get Culture Change to Stick Using Culture Hacks](#)  
Jennifer Carter, Mary Mesaglio and Shanna Grafeld
- 🔍 [Tool: A Collection of 90 Culture Hacks for the Hybrid World](#)  
Jennifer Carter, Shanna Grafeld and Mary Mesaglio

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